

## WHAT IS CLAIMED IS:

1                   1. A method for monitoring, from a remote location, operation of a head-  
2 end in an information distribution system, the method comprising:  
3                   receiving status relating to one or more operations performed at the head-  
4 end; and  
5                   forwarding at least a subset of the received status to one or more remote  
6 devices.

1                   2. The method of claim 1, further comprising:  
2                   receiving indications of possible error conditions relating to the one or  
3 more operations; and  
4                   forwarding one or more alert messages to the one or more remote devices  
5 in response to receiving the indications.

1                   3. The method of claim 1, further comprising:  
2                   polling the head-end for status relating to the one or more operations.

1                   4. The method of claim 1, further comprising:  
2                   receiving identities of the one or more remote devices designated to  
3 receive status.

1                   5. The method of claim 4, further comprising:  
2                   receiving an indication of capabilities of each remote device designated to  
3 receive status, and  
4                   wherein status are forwarded to each of the one or more remote devices in  
5 conformance with the indicated capabilities.

1                   6. The method of claim 5, wherein the indicated capabilities for each  
2 remote device is indicated as text, graphics, or a combination thereof.

1                   7. The method of claim 4, further comprising:  
2                   receiving an indication of a particular reporting level for each remote  
3 device designated to receive status, and

4                    wherein status are forwarded to each of the one or more remote devices in  
5 conformance with the indicated reporting level.

1                    8. The method of claim 1, further comprising:  
2                    receiving a response message from a particular remote device; and  
3                    forwarding the response message to the head-end.

1                    9. The method of claim 8, wherein the received message from the  
2 particular remote device includes a command to adjust at least one parameter of a  
3 particular operation performed at the head-end.

1                    10. The method of claim 1, wherein the received status include status  
2 relating to encoding operations performed at the head-end.

1                    11. The method of claim 10, wherein the status relating to the encoding  
2 operations include status for one or more buffers used to stored encoded data at the head-  
3 end.

1                    12. The method of claim 1, wherein the received status include status  
2 relating to multiplexing operations performed at the head-end.

1                    13. The method of claim 1, wherein the received status include status  
2 relating to a particular transport stream transmitted from the head-end.

1                    14. The method of claim 1, wherein the received status include bit rates  
2 for a plurality of types of data being provided from the head-end.

1                    15. The method of claim 1, wherein at least one of the one or more remote  
2 devices is a pager.

1                    16. The method of claim 1, wherein at least one of the one or more remote  
2 devices is a cellular telephone.

1                   17. The method of claim 1, wherein at least one of the one or more remote  
2 devices is a wireless device.

1                   18. The method of claim 2, wherein the status and messages are  
2 forwarded via a standard messaging protocol.

1                   19. A method for monitoring, from a remote location, operation of a head-  
2 end in an information distribution system, the method comprising:

3                   receiving information relating to one or more operations performed at the  
4 head-end, wherein the received information includes status and indications of possible  
5 error conditions relating to the one or more operations;

6                   receiving identities of one or more remote devices designated to receive  
7 the information relating to the one or more operations; and

8                   forwarding at least a subset of the received information to the one or more  
9 remote devices.

1                   20. A method for remotely monitoring and controlling operation of a  
2 head-end in an information distribution system, comprising:

3                   providing to one or more remote devices status relating to one or more  
4 operations performed at the head-end;

5                   receiving from a particular remote device one or more response messages;

6 and

7                   adjusting at least one parameter of a particular operation performed at the  
8 head-end in accordance with the one or more response messages.

1                   21. The method of claim 20, further comprising:

2                   providing to the one or more remote devices indications of possible error  
3 conditions relating to the one or more operations performed at the head-end.